Where Luxury Is Affordable

Owner's Manual and Warranty

B-160 Tuscany
B-170 Tuscany Grande

DO NOT RETURN MERCHANDISE DIRECTLY TO YOUR ORIGINAL SELLING STORE.
CALL MSPA AFTER SALES SERVICE CENTER FOR ANY PRODUCT QUESTIONS.
CONTACT US AT info@the-mspa.com

www.the-mspa.com

SAFETY INSTRUCTIONS
WARNING

When installing and using this electrical equipment, basic safety precaution should always be followed.

IMPORTANT SAFETY INSTRUCTIONS
READ AND FOLLOW ALL INSTRUCTIONS.

WARNING: Risk of electric shock. Insert the plug only to a properly grounded socket.

WARNING: This product is provided with a ground-fault circuit-interrupter. The GFCI must be tested before each use. With the product operating, open the service door. When the product stops operating, this indicates that the door is equipped with an electrical interlock. Next, push the test button on the GFCI and close the service door. The product should not operate. Now open the service door,push the reset button on the GFCI and close the service door. The product should now operate normally. When the product fails to operate in this manner, there is a ground current flowing indicating the possible risk of an electric shock. Disconnect the power until the fault has been identified and corrected.

WARNING: To reduce the risk of electric shock, do not use extension cord to connect unit to electric supply; provide a properly located receptacle.

WARNING: No part of the appliance is to be located above the spa during use.

WARNING: Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in spa pool. Earthed appliance must be connected to the fixed receptacle which is permanently connected to fixed wiring. Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa pool.

Attention: Static shocks, and how to avoid them

You'll often find shocks are worst in the winter when the air outside is cold and dry. They may disappear in warmer damper weather. Man-made floor and shoe sole materials have been main factors in most cases of shocks. Static shocks can be a nuisance - but are not generally a health risk.

Tip - if the air in your room is very dry you could try keeping an open wide dish of water handy - this will evaporate and moisten the air nearby.

Tip - cotton clothes are comfortable and usually give no static problems.

Tip - try different shoes to see if some give less problems. Leather soles are often good.

To avoid static shocks in MSpa, wet body and hands or touch metal stuff to dissipate charge before entering into MSpa.

WARNING: The plug of spa should be more than 3.5m away from the pool.

DANGER: Risk of Injury. The suction fittings in this spa are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible.

WARNING: Never operate spa if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.

WARNING: Spray head must not be used to fill tub.

WARNING: The outlet of spa must not be connected to any tap or fitting other than those specified.

WARNING: Electric installations should fulfill the requirements of local standards.

WARNING: TO AVOID THE ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING OR THUNDERING AND LIGHTENING.

WARNING: To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.

WARNING: Water attracts children. Always have the spa locked after each use.

WARNING: Pets should be kept away from spa to avoid damage and/or accidental drowning.

WARNING: Modifications are not approved by the party responsible for compliance. It could void user's authority to operate the equipment.

WARNING: Do not switch on if there is any possibility that the water in the spa is frozen.

WARNING: Use only approved accessories. The use of non-approved accessories could void the warranty.

WARNING: RISK OF ACCIDENTAL DROWNING. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children can not use the spa unless they are supervised by an adult.

WARNING: RISK OF ELECTRIC SHOCK. Install at least 5 feet (1.5 m) from all metal surfaces. As an alternative, the spa may be installed within 5 feet of metal surfaces, if each metal surface is permanently connected by a minimum 8 AWG (8.4 mm2) solid copper conductor to the wire connector on the terminal box that is provided for this purpose.

WARNING: RISK OF ELECTRIC SHOCK. Never operate any electric appliance when in your spa or when your body is wet. Never place any electric appliance, such as a light, telephone, radio, or television, within 5 feet (1.5 m) of a spa.

WARNING: During pregnancy, soaking in hot water may cause damage to the fetus. Limit use to 10 minutes at a time.

WARNING: TO REDUCE THE RISK OF INJURY:

A. If the supply cord is damaged, it must be replaced immediately by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.

B. Do not bury cord. Locate cord to minimize abuse from lawn mowers, hedge trimmers, and other equipment.

C. Connect to grounded. Grounding type receptacle only.

D. The water temperature in a spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°F) are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.

E. Since excessive water temperatures increase the potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should lower the spa water temperature to 38 °C (100°F).

F. Before entering a spa, the user should test the water temperature with an accurate thermometer.

G. The use of alcohol, drugs or medication before or during spa use, may lead to unconsciousness and increase the danger of drowning.

H. Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using the spa.

I. Persons using medication should consult a physician before using a spa since some medication may cause drowsiness, while other medication may affect heart rate, blood pressure, and circulation.

WARNING: TO REDUCE THE RISK OF INJURY: Never pour water higher than 40°C (104°F) into the spa pool directly.

WARNING: The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 37°C (98.6°F). The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include failure to perceive heat, failure to recognize the need to exit spa, unawareness of impending haz-ard, fetal damage in pregnant women, physical inability to exit the spa, and unconsciousness resulting in the danger of drowning.

WARNING: People with infectious diseases should not use spa.

WARNING: To avoid injury exercise care when entering or exiting the spa.

WARNING: Do not use spa immediately following strenuous exercise.

WARNING: Prolonged immersion in

CAUTION: Maintain water chemistry in accordance with manufacturer's instruction. Consult your physician for recommendations.

CAUTION: The spa should not be setup or left out in temperature lower than 4°C (40°F)if the heater is not activated.

CAUTION: Do not use the spa alone.

CAUTION: Always enter and exit the spa slowly and cautiously. Wet surfaces are slippery when wet.

CAUTION: To avoid damage to the pump, the spa must never be operated unless the spa is filled to the water line marked on the inside of the spa.

CAUTION: Immediately leave spa if uncomfortable or sleepy.

CAUTION: Never add water to chemicals. Always add chemicals to water to avoid strong fumes or violent reactions that may result in hazardous chemical spray.

CAUTION: Place only on a surface that can withstand the floor loading requirement of your spa.

NOTE: Please examine equipment before use. Notify after service center listed on this manual for any damaged or missing parts at the time of purchase. Verify that the equipment components match the model that you purchased.

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

If shielded cables or special accessories are required for compliance, a statement must be included which instructs the user to employ them, for example, Shielded cables must be used with this unit to ensure compliance with the Class FCC limits.

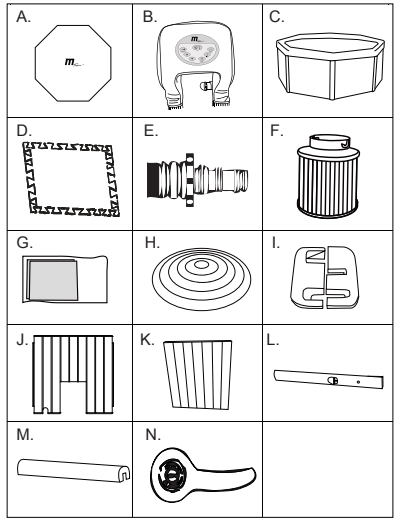
SPECIFICATIONS

Style No.	B-160 Tuscany	B-170 Tuscany Grande
Pool Shape	Octagon	Octagon
Seating Capacity	4-5	5-6
Water Capacity(Approx.)	860L/227gallons	1200L/317gallons
Net Weight(Approx.)	60 kgs/132 lbs.	70 kgs/154 lbs.
Outside Dimensions	1.62m/64″	1.93m/76″
Height	0.68m/27″	0.73m/29″
Control System	110-120V,60Hz	110-120V,60Hz
Heater	675W × 2	675W × 2
Massage Air Blower	500W	500W
Filter Pump	AC 24V/50W	AC 24V/50W
Top Lid	Synthetic leather with foil and inflatable bladder	Synthetic leather with foil and inflatable bladder
Cord-mounted	GFCI	GFCI
Pool Cover	Plastic-wood	Plastic-wood
Pool Material	PVC and Synthetic leather	PVC and Synthetic leather

INSTRUCTIONS

NOTE: Ensure to check all parts are present.

A: Aluminium foil top lid and key(4pcs) 1set
B: Control panel 1set
C: Spa Liner 1pc
D: Temp barrier mat 9pcs per set
E: Drainage hose adapter 1pc
F: Filter cartridge 2pcs
G: Repair kit 1set
H: Inflatable bladder 1pc
I : Foam connection and PVC leather strip 1set
J: Joint Panel 1pc
K: Skirt 7pcs
L: Corner Beam 8pcs
M: Comfort Rail 8pcs
N: Wrench 1pc



NOTE: Drawings for illustration purpose only in this manual. Actual product may vary. Not to scale.

A. Site Requirements

WARNING: The floor has to be capable of supporting the expected load.

WARNING: An adequate drainage system has to be provided to deal with overflow water.

IMPORTANT: Because of the combined weight of the spa, water and users, it is extremely important that the base where the spa is installed is smooth, flat, level and capable of uniformly supporting the weight for the entire time the spa is installed. If the spa is placed on a surface which does not meet these requirements, any damage caused by improper support will void the warranty. It is the responsibility of the spa owner to ensure the integrity of the site at all times.

Be aware of special requirements if you install the spa indoors.

1. The floor must be able to withstand the capacity of the spa.
2. The floor should be a non-slip, level surface.
3. Proper drainage is essential for indoor spa installation.
4. When building a new room for the spa it is recommended that a floor drain be installed.
5. Humidity is naturally present with the spa installation, determine the effects of airborne moisture on exposed wood, paper, etc. in the proposed location.
6. To minimize these effects it is best to provide plenty of ventilation to the selected area. An architect can help determine if more ventilation is needed.

NOTE: Do not install the spa on carpet or other material that can be damaged by moisture.

B. GFCI Test

WARNING: RISK OF ELECTRIC SHOCK. The GFCI plug must be tested before each use.

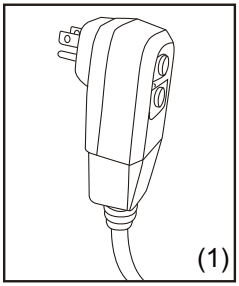
WARNING: Insert the GFCI plug into a residual current device (GFCI) protected power receptacle only.

WARNING: Before inserting the plug into a power receptacle, make sure the current rate of the power receptacle and the fixed wiring are suitable for the spa. Contact a qualified electrician, if you cannot distinguish.

1. Insert the plug into the power receptacle. (1)
2. The indicator light should turn red.
3. Then press the “TEST” button. The indicator light should disappear. (2)

WARNING: Do not use if above test fails.

4. Press the “RESET” button again, the indicator light should turn red. The spa is now ready for use. (3)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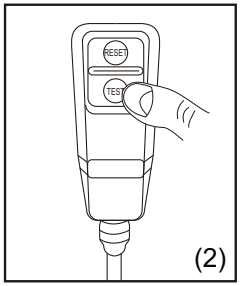

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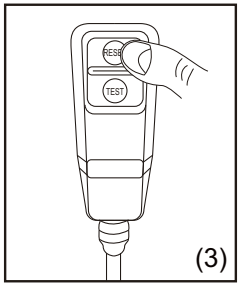

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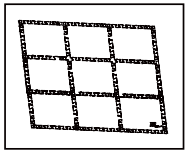
C. Assembly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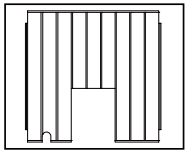
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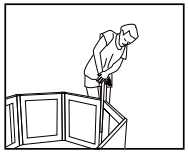
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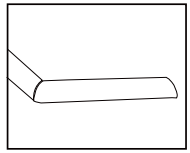
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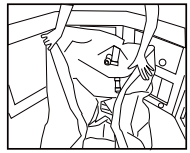
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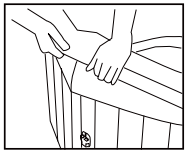
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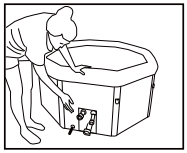
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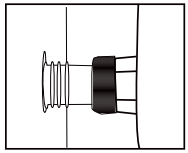
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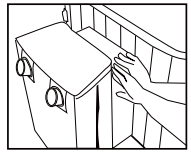

(F-3)

A. Connect each piece of foam mat to make a square mat. Place the heat preservation foam mat underneath the spa tub.
Temp barrier mat can prevent heat loss from bottom of the unit and provide better heat preservation with together of the inflatable bladder being used. It is possible to install and leave the spa tub outside at a temperature below 4°C(40°F), but only if the water temperature inside the pool is higher than 4°C(40°F) and water in pipe is not frozen. The spa tub can be operated in cold weather with temperature down to maximum -10°C(14°F) if the unit is properly set up and no frozen water inside the control box, pipes or spa pool. It's helpful to put temp barrier mat in between the spa pool and the ground. Similar mat which is made of foam material or other materials with temp barrier function can also be used.

B. Before proceeding any further, please find Joint Panel and be sure that this is where you wish to locate your control box. The first side of the spa is where the control box will be connected and located. Also note, the Corner Beams shall face outward with the side including bluckle plate, and snap end is up, otherwise the assembly will be failed finally.

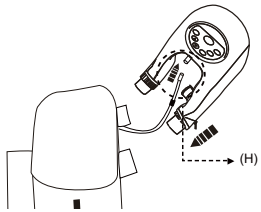
C. Slide Corner Beams onto each side of the Joint Panel. Then continue attaching Skirts and Corner Beams until eight sides of the spa are in place.Slide Skirt into the eighth side of the spa so that it rests on the Corner Beams. Please double check and ensure that eight sides of the spa are in place.

D. Place Comfort Rails around the top of the spa skirts. Please note the shorter side of Comfort Rail shall face to the spa pool.

E. Place the Liner inside the spa.
Note: The pipes protruding from the Liner shall face to the Joint Panel and go through the holes of it. Stretch the coloured portion of the Liner over the Comfort Rails and snap onto the metal snaps on the Corner Beams. Once all eight snaps have been fixed, you may have to readjust the Comfort Rails so they sit squarely on top of the Skirt. Do this by undoing each snap, repositioning the Foam, and redoing each snap, one at a time.
Note: Push the bottom edges of the Liner tight to the Skirt to remove any wrinkles in the Liner.

F. Connect the control box fittings to the pipes protruding from the Liner. Be sure that the rubber gaskets are in place on the control box fittings. Hand tighten only, holding each pipe steady and twisting only the fittings. Fit the foam connection pieces between the spa and control box until it hold firm. Wrap the foam connection piece with the PU leather strip.
Don't install Mspa onto the lawn as grass may cause air pump damped and rusted which could result the air pump works improperly and will void your warranty.

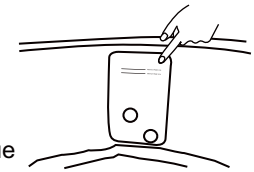
G. Screw the control panel onto the spa, fasten the ring to the pipe adaptor.
Precautions:
1. When using the spa tub outside, air pipe can not be taken off. Do not use the spa tub in rains as air pump will not working properly.
2. The two O-ring part on the air pipe is important to get the spa tub working properly. Lost of the O-rings could cause air pump rusted or not working properly. Missing of the O-rings also affects bubbling function.



(G)

H. Connect the pin plugs. Make sure that plugs are properly matched together, screw a cap, and then you'll see yellow light on control panel, no bent or wet for the pin inside male connector which will cause failure connection.

I. Fill the Spa
Fill the spa with water from your garden hose to approximately 2-3cm, again, push the bottom edges of the Liner tight to the Skirt to remove any wrinkles in the Liner. Continue filling until it reaches the area between two water lines printed inside the Spa wall.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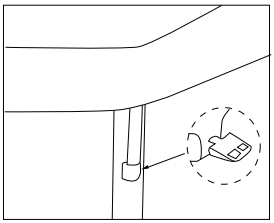
WARNING:
1. FILL IN WATER CAREFULLY ESPECIALLY FOR THE FIRST TIME OF USE. WATER LEVEL MUST REACH THE MINIMUM WATER LINE BUT NOT EXCEED THE MAXIMUM WATER LINE, OTHERWISE IT MAY CAUSE PUMP FAILURE.
2. PLEASE AVOID WATER SPILLAGE WHICH WILL CAUSE DAMAGE TO THE ELECTRIC PARTS.

Warning: to avoid function failure and damage to the control system, please do not operate until spa is illed with water to the minimum water mark.

J. Place Spa Cover on the spa. Screw Safety Clasps directly into Corner Beams, using locking straps to locate Safety Clasp position.
NOTE: Lock up spa cover after each use.



POWER PACK OPERATION

Warning: to avoid function failure and damage, please do not operate until spa is filled with water to the low water mark.

It is the responsibility of the spa owner to make sure the above installation conditions are met as well as to follow the Safety and Warning Instructions. Any failure and damage, which may result from dry-run, water spillage, excessive humidity, or structural loading will void the warranty.

Control panel:

1. “ON/OFF” Button: To activate power pack.
2. “BUBBLE” Button: To activate Bubbling system, which has a 20-minute auto shut off for 10 minutes feature. The light of bubble Button displays green when being activated.
   NOTE: If it works more than 15 minutes and stop manually, please wait more than 10 mintues to activate manually again.
3. “FILTER” Button: To activate Filtration system.
   The light of “FILTER” button displays green when the filtration system is activated.
4. “HEATER” Button: To activate Heating and Filtration system at the same time.
   (Filtration system cannot be turned off when heating)
5. “TEMPERATURE” Button: To set and display water temperature
6. “UP” Button: Increase temperature
7. “DOWN” Button: Lower temperatrure

LED Display: Once powered-up, the LED displays the current water temperature automatically.
NOTE: The setting temperature defaults to 38°C (100°F) when first plugged in.
NOTE: Temperature adjustment ranges from 20°C (68°F) to 40°C (104°F).
Set your desired temperature by pressing “TEMPERATURE” Button.

Note: In case when leaving spa under unattended working condition, you can press up “▲” &. down “▼” buttons at the same time to lock the conttrol panel to avoid any misoperation by children. To press both buttons at the same time again and after hearing sound of “DI”, it will be unlocked.

The light of the “HEATER” button displays red when the heating system is activated.
Note: It’s normal that filtration system cannot be turned off individually when heating system is working. And filtration system can only be turned off by pressing “HEATER” button but not “FILTER” button

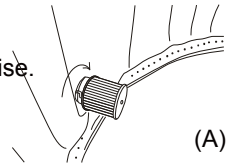
The heater does not stop heating the Spa until the current water temperature reaches the setting temperature. Then the “FILTER” button will be off and the light of “HEATER” button displays green. After the current water temperature drops 2°C(4°F) below the set point temperature, the heating system will restart and light turns into red. The “FILTER” button will be activated automatically at the same time. The heat increase rate is maximumly 1.2 to 1.7°C(1-3°F) per hour.

Please note that the following conditions will lead to slow and even heating without heating phenomenon:
1. Environmental temperature lower than 10°C(50°F)
2. Outdoor wind force above Gentle breeze/F 3
3. Environmental temperature lower than 10°C(50°F) and wind power above Gentle breeze/F 3
4. Activate bubbling system when heating
5. Spa lid is not covered or improperly covered when heating
6. In order to conform to the safety regulations, MSpa control system uses double heating elements technology. When bubble+filter+heater functions are all on, only one heating element is working, which is of 675W only

So you are recommended to fill spa with warm water for quick heating and energy saving.

Maintaining Spa Water

Poor water quality can be extremely hazardous to your health.
We recommend you do following things:
A: Please use filter cartridge.
Screw the filter onto the water inlet（lower fitting） on the spa wall by turning it clockwise.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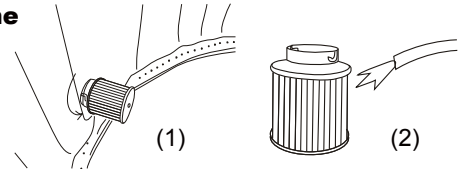
Note: Two filter cartridge, one is for use, one is spare.
Note: Do not use filter cartridge when only to heat water and to ensure good heating performance. To avoid that the filter cartridge get damaged, you take it off when there are children in the pool or more than two persons. After finish bathing replace the filter cartridge.

B: Clean your filter cartridge at least once a time after it worked continuously for 72~120 hours. The filter cartridge should be replaced at least once a week depending on use.

Please make sure to unplug the power pack from the electrical receptacle before the following actions.

1. Unscrew the filter cartridge by turning it counterclockwise.
2. The Filter Cartridge can be rinsed off with a garden hose and reused. However, if the Filter Cartridge remains soiled and discolored the Filter Cartridge should be replaced .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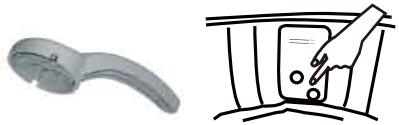
C: Change water every few days or use appropriate pool chemicals. All spas require the use of pool chemicals. Please consult your local pool supply retailer for more information about chemical maintenance. Pay close attention to the chemical manufacturer's instructions. Spa damage resulting from misuse of chemicals and mismanagement of spa water is not covered by the warranty.
a. Water Balance: we recommend maintain your water pH between 7.2 and 7.8, total alkalinity between 80 and 120ppm and free chlorine between 3 to 5ppm. Use test strip to test your water chemistry before each use of the spa, no less than once per week. Low pH will damage to the spa and pump.
Damaged resulting from chemical imbalance is not covered by the warranty.
b. Water Sanitation: Water Sanitation is the responsibility of the spa owner, achieved through the regular and periodic (daily, if necessary) addition of an approved sanitizer. The sanitizer will chemically control the bacteria and viruses present in the fill water or introduced during use of the spa.
c. Use wrench to screw off water inlet and outlet for regular check and clean to make sure they are not blocked. Also the use of wrench is only necessary in case of spa problems. After repair or replacement, assemble the spa pool and control box, and then screw clockwise firmly the water inlet and outlet onto the spa pool.


water inlet and outlet

Note:
1. You must not use chemicals you have in your house or any leftovers from an outdoor inflated pool or a swimming pool.
2. Do not use chlorine tablets but use chlorine powder and dissolve first in a bottle.
3. Do not mix the water with bath oil or something like that, otherwise the pool can be damaged.
4. Do only use clean freshwater and not salt water that will damage the pump.

Special Notice on Water Treatment

Please read about water quality and filter in user manual. Always shower before you enter your MSpa!

Please use test strip to test your water chemistry before each use of the spa, no less than once per week. The pH level must be between 7.2 and 7.8, total alkalinity between 80 and 120ppm and free chlorine between 3 to 5ppm. Too low of a pH level will result in excessive wrinkles and damage to the spa pool as well as corrosion in the motor unit. Too high of a pH level(hard water) will result in scale incrustation, e.g. sheets of white coagulations inside the filter pump, which will lead to block and non-working of the filter pump.

If you have any questions regarding chemicals, please contact local spa and pool water treatment specialist stores.

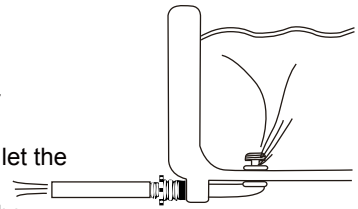
It is the responsibility of the owner to properly maintain the chemical balance and sanitation of the water. Mspa is not responsible for any damages that result from improperly mantained water. Improper water maintenance may result in voiding the warranty.

Cleaning the spa

Detergent residues and dissolved solids from bathing suits and chemicals will gradually accumulate in the Spa's water. If there is a lot of dirt in the water, try and get it out or change water and clean the pool. Use a mild soap and water solution to wash the vinyl then rinse with freshwater and drain this out before you fill up your MSpa with new fresh water.
NOTE: Do not use hard brushes or abrasive cleaners.

Drainage

1. Turn off all the functions on the control panel.
2. Connect the drainage hose adapter onto the drainage structure and make sure it is well connected.
3. Find your garden hose and connect onto the drainage hose adapter in the other end.
4. Screw off the cover of the drainage structure inside of the spa pool, let the water flow out of the drainage hose.
5. Wait till the spa has no water flow out of the drainage hose, empty the the rest of water manually and completely.



If you are going away for some weeks and nobody can follow up the water treatment program in your MSpa, please drain out the water before leaving and take out some air pressure.

Spa Pool Repair

If the Spa is torn or punctured use the provided Repair Patch. Dry the area to be repaired. apply the glue for PVC to PVC to the repair patch and then attach it onto the damaged area. Smooth the surface to remove any air bubbles. A secure unnoticeable repair can usually be made.

Spa Storage

Make sure all water is drained from the Spa and control box. This is essential to extend the life of the spa. We recommend the use of a wet/dry vacuum to blow out or suck up water from the Spa pipes and Pump lines. Remove the Filter Cartridge. It is recommended you store the spa in its original package in a warm dry place.

NOTE: Make sure all components are completely dry and clean before re-packing.
Store safely in dry condition and out of sunlight.
Plastic becomes brittle and susceptible to breakage when exposed to subzero temperatures.
Freezing can severely damage the Spa. Improper winterization of your Spa may void your warranty.

Spa checklist before unpack the unit and re-use for the new season:

In order to have your MSpa runs smoothly and easily for another new season, make sure you do the follow:
1. Check if there is water in the air pipe. If any water is found, dry the air pipe before operating the spa tub.
2. Connect control panel correctly, turn on the spa tub, check if LED displays correctly and if the signal cable is connected properly.
3. Press ON / OFF button on the control panel, open bubble function, check if it operates properly.
4. After doing the above steps, your MSpa should be ready for use. Enjoy it!

Any damage caused by improper storage or failure to do the checklist of reuse will void your warranty.

DISPOSAL

1.The marking indicates that this product shall not be disposed with the general household waste. Please contact your local community about collection points or ask your dealer.
2.This product contains valuable materials that can be recycled and contribute to a sustainable enviroment.
3.For recovery, recycling and dismantling information for this product, please visit us at
www. the-mspa. com

TROUBLESHOOTING

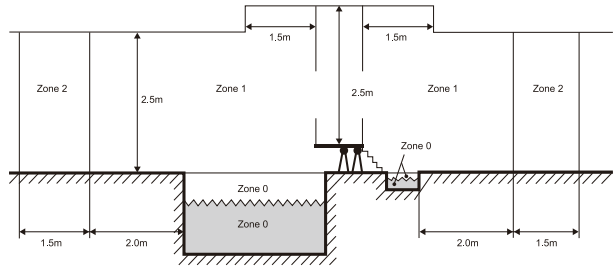
Mspa® strives to provide the most trouble-free spas on the market. If you experience any product related problems, do not hesitate to contact us or your local after sales service center.
Here are some helpful tips to help you to diagnose and rectify some common sources of trouble.

*For any spare parts you need for replacement, please refer to the warranty policy for replacing details.
*For any other unknown failures out of the list, please contact your national or regional MSpa service center.

Problems	Probable Causes	Solutions
Control panel/display panel attends black without any power at all	Power failure, GFCI plug isn't turned on.	Check that your GFCI plug is ok, you must be able to see the indicator light is in red. Sometimes it can be a little bit tricky, so please then try to push the RESET button several times rather quick, to see if this helps.
	Pin plug connection failure	Control the pin plug connection between the control box and the control panel. Please also check the ends of the plug if there is some failure of one of the pins etc..
	If it still doesn't work, please contact your country MSpa service center to get a new control panel and replace.	
The GFCI plug does not work	Power supply	Please check that the power supply is ok.
	GFCI plug failure	Is there any red indication in the GFCI plug when you push the RESET button? Have the plug being wet or any severe humidty? Please dry your GFCI plug.
	If it still doesn't work please contact your country MSpa service center to get a new one and replace.	
The water does not get warm or water is too hot!	Power failure	First find out that your MSpa is connected to a 16A power supply. If you have to use one extension cord/connecter cable, please be sure this is for 16A purpose and for outdoor use. The cable must have minimum the same thickness as the cable from the GFCI plug into the MSpa pump.
	GFCI failure	Please check that your GFCI plug is not wet. To avoid wet conditions, please wrap it into some plastic to avoid humidity and component failure.
	Pin plug connection failure	Control the pin plug that all thin pin plugs are standing correctly.
	Water level too low and filter cartridge dirty	Please check water level that it must reach the water line to make sure filter pump work efficiency. Please control the filter cartridge and water quality. If the filter cartridge is dirty or old the result can be that the filter pump doesn't get enough water thru the filter to operate as it is made for. Please cut the power supply to your MSpa, remove the filter cartridge and then restart without the filter.
Spa leakage	Inlet and outlet loose	If there are water leakage like tear drops, it's ok for use, and you only need to screw them tight.
	Drainage valve	Please check the o-ring and replace if necessary, and make screws tight if they loose.
Error code "F1""F2" "F3""F4" in the display	/	Filter system failure. Do not use the spa. Please contact your country MSpa service center.
Error code "SPL" & "SPH" in the display	Pin plug connection failure	Please check there is no humidity inside the pin plug connection. Control the pin plug that all 12 thin pin plugs are standing correctly.
	SPL, temperature lower than 32 °F	Please check if there is any water frozen inside the spa and control box, use warm water to melt and get water temperature higher than 32°F
	SPH, abnormal high temperature	Do not use the spa. Please contact your country MSpa service center.

WATER PROTECTION LEVEL

Warning: Water protection levels of Appliance at different product zones are different see the following scheme.
NOTE - The measured zone dimensions are limited by walls and fi xed partitions.
Figure 702A - Zone dimensions of swimming pools and paddling pools.



SAFETY & ANNOUNCEMENTS

a. A local supplementary equipotent bonding shall connect all extraneous conductive parts in Zones 0,1 and 2 with protective conductors of all exposed conductive parts situated in these zones.
b. The measures of protection by non-conducting location and by earth-free equipotent bonding are not permitted.
c. Electrical equipment shall have at least the following degrees of protection:
In Zone 0: IPX8 In Zone 1: IPX5 In Zone 2: IPX4.
d. Junction boxes shall not be installed in Zones 0 and 1 except in zone 1,where permitted for SELV circuits.
e. In Zones 0 and 1, no switchgear and accessories shall be installed.
f. The transformer must be located outside zone1.

MSpa® products are designed with reliability and simplicity in mind. In addition, our internal Quality Assurance Team carefully inspects each unit thoroughly before it leaves our facility. Oriental Recreational Products (Shanghai) Co., Ltd. (ORPC) is pleased to extend this limited warranty coverage to the original purchaser of an MSpa® Product. This warranty is not transferable. The warranty period commences on the original purchase date through 6-12 months accordingly.

The Limited Warranty
This warranty is subject to the obligations, limitations and exclusion listed below:

1. Spa pool liner – **twelve (12) months** from original date of purchase.
2. Electric Parts (Control Box) – **twelve (12) months** from original date of purchase.
3. Spa rigid wall frames – **twenty four (24) months** from original date of purchase.

*Report damage after this time will be subject to rejection.

Repair/replacement parts purchased by the consumer from ORPC after the original coverage has expired on the unit will carry a 90 day warranty, valid with a receipt only. Any item shown to be defective will be repaired at our discretion. No labor coverage is included within these parts.

Shipping Policy: Consumers are responsible for the shipping/freight when return the defect parts to MSpa authorized service center or ORPC. All subsidized labour costs of removal and reinstallation of parts might be subject to dealer service charges

Conditions:
This warranty applies to the original purchaser and terminates upon any transfer of ownership. ORPC's obligation under this warranty is only limited to replacing or repairing at ORPC's option once any part or parts of this unit which in our judgment show evidence of such defect.

All repairs for which warranty claims are made must be pre-authorized by ORPC through an accredited distributor or agent provided that the defective part be returned to the distributor or agent Transportation Prepaid, if requested.

All The authorized selling dealer is responsible for all in-field service work carried out on your MSpa® product. ORPC will not be liable for results or cost of workmanship from unauthorized service persons or dealers.

Warranty Registration is required. Warranty Registration Card can be only filled out by mail. All claims must be submitted to ORPC by authorized selling dealers. It is essential that all submitted claims provide all of the necessary information including customer name, purchase date, serial #, product model, problem, and part or parts requested, without this information the warranty will be invalid.

Warranty Cards must be completed and mailed to ORPC by authorized dealer within thirty (30) days from the original purchase date.

Limitations on Warranties
This warranty is a limited warranty. It does not extend to any product or damage to a product caused by or attributable to freight damage, abuse, misuse, or abnormal usage, or repairs not provided by ORPC authorized service personnel, to products used for commercial or rental purpose, or to products used as store display models.

Damages caused by or attributable to the following incidents are specially excluded:
a. Any damage caused by the operation of the spa with water temperatures outside the range of 0°C-42° C/32°F-107.6°F (Europe/Australia) or 0°C-40°C/32°F-104°F (USA)
b. Any damage caused by clogged, dirty or calcified filters
c. Any damage that are purely aesthetic and do not hinder the function of the MSpa
d. Any damage to the exterior resulting from improper maintenance or any damage to the exterior attribut able to freight mishandling
e. Overfilling
f. Damage resulting from improper winterization
g. Damage to the spa liner resulting from improper chemical treatment, damage to the spa resulting from exposure to extreme temperatures.
h. Damage to the spa resulting from exposure to direct sunlight and ultraviolet rays while the spa is empty
i. Damage to the pump, motor, plumbing and components due to improper maintenance, chemical treat ment, or exposure
j. Damage resulting from failure to properly follow user's manual installation, operating, or maintenance instructions.

Also exclude are spa accessories (optional), including but not restricted to the following:
* Comfort set (headrests, cup holder)
* Filter cartridge
* Heat preservation mat
* Seat cushion
* Test trip
* Bubble spa overall cover
* Ice box
* Foot bath
* Led light
* Plastic wood step

Any alterations to the spa will void this warranty. Alterations include but are not limited to: any component or plumbing change, electrical conversion, or addition of alternate sanitation or heating systems.

ORPC authorizes no other warranty beyond that specifically set forth above. ORPC is not responsible or liable for indirect, special or consequential damages arising out or in connection with the use or performance of the product or damages with respect to any economic loss, loss of or damage to property including water damage, loss of revenue, loss of enjoyment or use, costs of removal, installation or other consequential damages of whatsoever nature.

No agent, dealer, distributor or Service Company or other party is authorized to change or modify or extend the terms of this warranty.

Legal Rights
This warranty gives you specific legal rights and you may have other rights, which vary from country to country.

For warranty service contact, see the MSpa **After Service Center Contact List** in the User Manual.

Manufactured By:

Oriental Recreational Products (Shanghai) Co., Ltd.
1699 Daye Road, Wuqiao, Fengxian
Shanghai, China

Country	Address/Tel./Fax/E-mail	Country	Address/Tel./Fax/E-mail
USA	E-mail: warranty@goldendesignsinc.com **909-212-5555**	Canada	**Go Hot Tubs** Ottawa, ON Canada Phone: **1-613-878-9573** E-mail: info@gohottubs.com web: *www.gohottubs.com*

MSpa® Warranty Registration Card

Congratulations on purchasing a quality MSpa® product! To get the most value from your investment, please fill in the Warranty Registration Card below. By submitting this form, your warranty will be registered.
**Note: Incomplete form will not to be accepted and honored by MSpa.*

Please fill out the required file with correct info:

*Last Name: _____

*First Name: _____

*Mailing Address 1: _____

Address 2: _____

*City: _____ *State/Province: _____

*Zip/Postal Code: _____*Country:_____ _____

*Phone Number: _____

*Email Address: _____

*Purchase Date: __ __ (mm) __ __(dd) __ __(yyyy) *Product Model: _____

*Serial Number _____ Find the SN# underneath the control panel and on the spa pool cover. e.g. (2GNBUB#####SC##)

*Dealer Where Purchased: _____

*Dealer Store Address: _____

* **Purchase Invoice with purchase date and product model cycled attached:** ☐

Defect Problem Description:
Spa Pool Cracking ( ) Control Box ( ) Other Problems, state details in the below ( )

IMPORTANT:

- For Spa pool (body) problem – Picture of defect part need to be attached along with the mail-in warranty card and is MANDATORY to claim the warranty
- For electric part(s) or control box problem – Send the control box to your local MSpa Service Center. See the Service Center Contact List in the manual.